

# Enhancing the Quality of Care Through Professional Supervision

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# Professional supervision -

Why?

What?

How?

Who?

When?

Where?

# Why is professional supervision needed? What is the benefit?

## For the patient and family

Access to professional expertise :

- Assessment

- Care plan

- Information

- Holistic care, including pain and symptom management

- Optimal referral



## For the community caregiver:

Clearly defined role

Access to professional expertise/backup

Support and guidance

Increased learning opportunities

Enhanced Competence

Good record keeping and report writing skills

Satisfaction in providing quality care

## **For the professional:**

Increased confidence in care provided to patients and families

Categorizing patients according to need

Prioritising the use of resources

Extending professional coverage

Identifying training needs for the patients, families and community caregivers

Maintenance of accurate patient records

Satisfaction in contributing to the development of community caregivers



## For the organization:

Cost effective programme management -  
optimal use of resources

Staff satisfaction and retention

Accurate record keeping and data collection

Increased credibility

Enhanced reputation - locally, nationally and  
internationally

# What does professional supervision of community caregivers involve?





# How do professionals supervise community caregivers?

- Meet with community caregivers to discuss patient needs
- Compile patient care plan
- Allocate duties according to competence and experience
- Monitor care being given
- Review and adjust plan
- Check patient records
- Identify learning needs
- Provide teaching and support



# Who can provide professional supervision to community caregivers?

- Professional nurse
  - Social worker

# When do professionals provide supervision?

- When the patient is referred to the programme
- When compiling the care plan
- When accompanying the community caregiver on patient visits (at least once a week)
- When reviewing the care plans
- When teaching
- When debriefing
- When reviewing caregiver performance

# Where can professional supervision take place?

- On the way to the patient's home
- In the patient's home
- In the classroom
- At the office
- Under a tree .... Anywhere!



# Challenges to providing professional supervision

- Equipping professionals with the skills to supervise
- Many professionals find it difficult to correct community caregivers e.g. with regard to professional conduct, provision of care, record keeping
- Many nurses find it difficult to adjust to a management role and prefer "hands-on" care
- Providing professionals with the support they need

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